

CUSTOMER SERVICES OFFICE SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the operation of the administrative units of Customer Services to include telephone and counter service areas, cashier, meter reading, billing and delinquent account services; to perform a variety of technical support tasks relative to the assigned areas of responsibility.

Supervision Received and Exercised:

Receives general supervision from the Customer Services Manager, or from other supervisory or management staff.

Exercises direct supervision over assigned technical and clerical office staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for support staff; implement policies and procedures; plan, prioritize, assign, supervise and review the work of staff involved in providing services to City of Tempe customers.
- Review work for accuracy; support the timely billing and collection of charges for water, sewer, refuse and irrigation services, monthly reading of water meters, turning off and on of water service, oversight of and management of the automated meter reading project and operation of the central cashier.
- Respond to inquiries and resolve customer complaints; provide back-up in all areas of Customer Services as needed.
- Participate in the selection of staff; work with employees to correct performance deficiencies; implement disciplinary procedures; schedule staff to ensure optimal service levels are maintained; provide or coordinate staff training or training for other groups as required.

CITY OF TEMPE

Customer Services Office Supervisor (continued)

• Evaluate operations and activities of assigned areas of responsibility; recommend improvements and modifications; prepare various reports on operations and

activities.

• Participate and assist in the administration of Customer Services; research, compile,

analyze, and prepare statistics regarding operational efficiency and effectiveness;

make recommendations for service improvement and enhancement.

• Participate in budget preparation and administration; prepare cost estimates for

budget recommendations; submit justification for budget items; recommend

expenditure requests; maintain inventory supplies; monitor and control expenditures.

Perform related duties as assigned.

Minimum Qualifications:

Experience:

Four years of increasingly responsible customer service experience, preferably

involving public services such as utilities. One year of supervisory or lead responsibility

is preferred.

Education:

Equivalent to an Associate's degree from an accredited college or university with

coursework in accounting, business or a degree related to the core functions of this

position.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 281

Status: Exempt / Classified